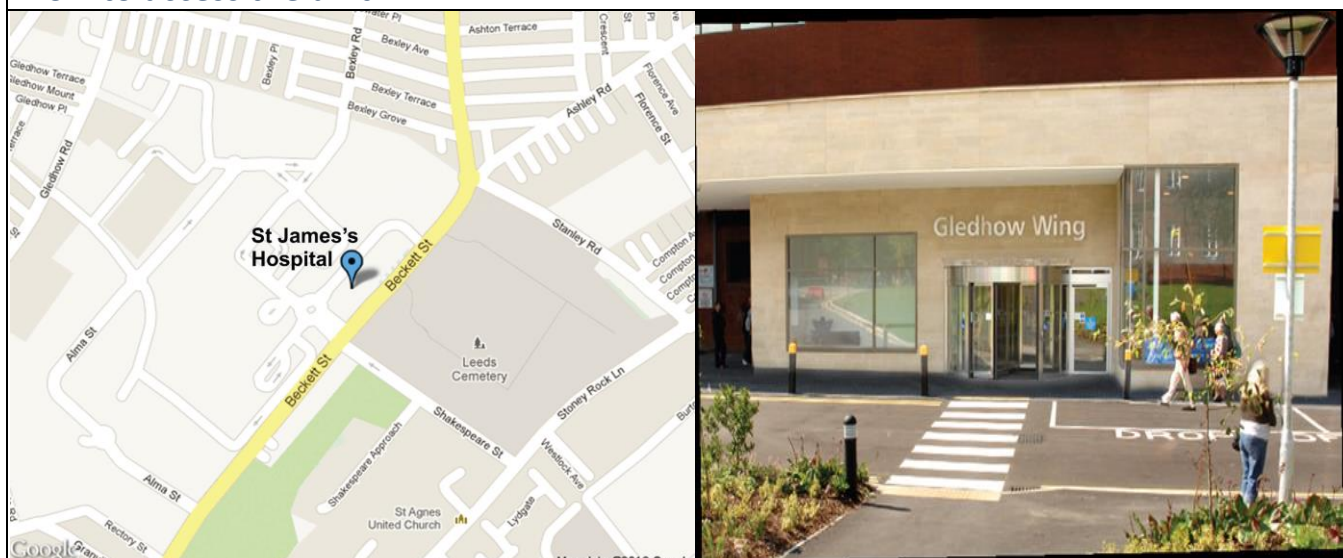


St James's Hospital, Leeds	St. James's Unit Ward J1/Transitional Care Level 5 Gledhow Wing St. James's University Hospital Beckett Street Leeds LS9 7TF
Transitional Care Telephone Number	Unit Telephone Number
01132065701	0113 206 9101 (J1)

Maps & Directions

How to access the unit



Leeds Centre for Newborn Care has 2 sites. St James's Hospital J01 and Leeds General Hospital (LGI) L43.

At St James's Hospital the unit is in Gledhow Wing on Level 5, the lift and stair access are directly opposite the main entrance. On arrival at the unit you will need to use the intercom in order to gain access.

Nearest Car Park

The main car park for patients and visitors at St. James's is the multi-storey, next to the Leeds Cancer Centre building (Bexley Wing). It is clearly signposted as you enter the hospital site from Beckett Street. It is open from 6am to midnight. Payment is on exit.

Car Parking Charges

Whilst your baby is in hospital you are entitled to a free parking permit. Please ask the nurse or ward clerk and they will be able to help you.

Car parking prices (Nov 2017)

St. James's	Up to 2hrs	Up to 3hrs	Up to 4hrs	Up to 5hrs	Up to 6hrs	Up to 7hrs	Up to 24hrs
Price	£2.90	£4.30	£5.70	£8.40	£11.00	£14.00	£16.40

Prices are subject to change so please check at:
www.leedsth.nhs.uk/patient-and-visitor-information/patient-information/getting-to-hospital

Nearest Bus Stop
The following buses serve St. James's Hospital: 16, 16A, 42, 49, 50, 50A More information on buses can be found at: www.wymetro.com/howtogetto/Hospitals
Nearest Railway Station
There are main line and local train links into Leeds train station in the city centre which is a 5 minute bus ride or 30 minute walk from St James's.

<h2>Visiting Information</h2>
Parents
Baby's mother and father/partner (or a named person instead of a partner), are welcome to visit their baby any time of the day or night.
Number of Visitors
We can only allow 2 visitors to a cot, however this does not include siblings.
Siblings
Siblings can visit between 8.00 am - 7.00 pm
Grandparents
Grandparents may visit between 12 noon - 7.00 pm
Family & Friends
Family and friends may visit between 12 noon - 7.00 pm
Restrictions
Children under the age of 16 are not normally able to come into the NNU unless they are the baby's brother or sister, or there are special circumstances. Talk to the Lead Nurse about this.
Hygiene & Infection Prevention
Preventing the spread of infection is very important in any hospital, and especially so in any area looking after small, sick babies. We therefore have a very strict infection prevention policy. If you notice people not following the policy, you are welcome to ask them why not, or talk to the nurse in charge. People may also ask you if you do not follow the policy.
<ul style="list-style-type: none"> • Please leave coats on the hooks provided • Do not bring anything you do not need to care for your baby into the nursery • Wash your hands thoroughly with soap and water at any of the sinks when you arrive on the ward, and on entering a new area • Please do not touch anything that does not belong to your baby • Whenever you have touched anything, or are about to, please use the antibacterial hand gel provided • Please do not come to visit if you have a cold, 'flu-like symptoms, vomiting or diarrhoea. If you are unsure, please telephone and speak to the nurse looking after your baby. Do not allow visitors that have any infectious illness or symptoms to visit

Ward Information

Mobile Phone Use

Mobile phones are allowed on the unit but we ask that they are used in the corridor and not at the cot side and are kept on silent mode, when using them please be considerate to others. Remember that mobile phones carry many bacteria. Please also remember that your baby benefits from the positive and responsive experiences they get from you as parents. Try and keep phone use to a minimum while you are with your baby, so you can watch and learn how their behaviours and character are influenced by their care. This is your opportunity to get to know your baby and how they communicate stress, pain or when they are ready to engage.

Parent Facilities

There are some facilities at St. James's that all parents are free to use. The ward has a small kitchen with tea, coffee, milk and cereal, as well as a microwave to heat up your food. Please use the lockers and coat hooks provided for belongings that you do not need while you are on the NNU.

Parent Accommodation

If you have had your baby in Leeds you will probably stay in hospital for a few days, wards will accommodate your partner too.

After you are discharged, accommodation may be available for you if you live some distance away. This is in the parent's house called Eckersley House which is located in the grounds of LGI, opposite the Children's Hospital entrance. Talk to your nurse about this. Space is limited so the rooms are carefully managed.

For information: http://www.sickchildrenstrust.org/our_houses/Eckersley_House/

There are 2 parent's bedrooms which are primarily used for families who are either preparing for home or whose baby is very sick.

Breastfeeding Facilities & Support

All staff are trained to support expressing and breastfeeding, there is access to midwives on Maternity Wards and regular visits from a Breastfeeding Advisor for mothers requiring extra support or advice. We have electric breast pumps that you can use while you are on the NNU and encourage mothers to express at baby's cot side. We have screens that can be accessed by parents or staff, if needed. We can give you a hand pump to keep for when you are at home. Staff can give information on where you can hire or purchase electric pumps for home. Your nurse or midwife will also be happy to give you more information or support - please ask.

Facilities for Siblings

There is a parent's sitting room and a sibling room with toys and activities. 'Supersibs' is a programme run by volunteers which is currently being introduced. The programme supports parents by providing supervised play sessions for siblings of babies on the NNU. Please ask when these are being held. Outside of these sessions, siblings that come to the unit must be supervised at all times.

<p>Parent Support Group</p> <p>As health professionals caring for your baby, we understand this and are here to help you. Your baby needs you to be strong and healthy to aid his or her recovery. As well as talking to your baby's nurse there are lots of other people and places that you can go to for help. We have a lot of written information available that you can see around the unit or ask for. Notice boards around the unit will advertise parent coffee mornings, and sometimes 'veteran' NNU parents volunteer to come and chat. Please talk to staff if you feel you need more support. Bliss is a premature baby charity which have volunteers who come into the unit on a regular basis. These are parents (usually mums) who have had a premature baby themselves. They are very happy to sit and chat to you and this is often really comforting. Just ask when they will be visiting next. Additional Parent Support can be accessed via the following link http://www.bliss.org.uk/helpline</p>
<p>Religious & Spiritual Support</p> <p>The chaplaincy team are available for people of all faiths as well as those who have none, and can also make contact with religious leaders appropriate to your faith tradition. Trust Chaplains serve all hospitals and are based at St James and LGI. A 24/7 on-call service is offered for urgent patient referrals. Non-urgent inpatient referrals may be directed to the Chaplaincy Secretary or recorded on voicemail. They will visit anyone if asked and are happy to discuss spiritual issues or any other concerns. There are multi-faith chapels at both sites open weekdays from 8.00 am to 4.00 pm.</p> <ul style="list-style-type: none"> • Bexley Wing Faith Centre First Floor • Gledhow Wing level 4 multi faith prayer space <p>Prayer and Quiet Rooms are intended for use by all faith communities or individuals.</p>
<p>Play Specialists</p> <p>Occupational therapists visit the ward on a regular basis and provide guidance on care appropriate to a baby's development. Developmental Play Therapists are available after discharge for follow up, including baby massage via Community Children's Occupational Therapy Service.</p>
<p>Telephone & Computer Access</p> <p>Access to guest Wi-Fi is available on the unit. V-create is a new secure video messaging initiative offered here at St James's. Parents can receive reassuring updates on their baby's wellbeing when away from the unit. Secure video messages are managed and controlled by the unit staff.</p>
<p>Bereavement Support</p> <p>Sometimes babies are born too premature or too sick to survive. This is a devastating event for families, and we aim to support them in whatever way they find most helpful. We have a dedicated neonatal bereavement team and have good links with children's hospices in the region. Where possible, we can help families to take their baby home or to a hospice at the end of life, or can support them in our bereavement suite on the unit. After a baby has died, the children's hospices offer support to families, and we usually invite parents back to talk to a consultant after 6-8 weeks.</p>
<p>Counselling</p> <p>Your midwife on the ward or at home, or your GP can support you as well as the neonatal staff. They can refer you to a counsellor, psychologist or chaplain if you feel you need this. The counsellor visits the unit during the week and her contact details are on noticeboards around the unit. You can also ask the staff to arrange for you to meet a psychologist. This can either be as a one off, or for several sessions to help you through the difficult times. This is confidential so don't be anxious about what you say. The nurses can arrange this for you.</p>

Other Important Stuff

Family Integrated Care

The philosophy of care at this Neonatal Unit (NNU) is Family Integrated Care (FICare). Many parents feel that when their baby is born prematurely or unwell that they cannot give their baby the love and attention that they need. This is not the case, it might just be that you have to care for your baby in a different way to how you expected. Our aim is to ensure that you feel supported and confident to provide as much care for your baby as you feel able and learn how to care for your baby at a pace that is comfortable for you. We want your baby to get the best possible start by them spending as much time as they can with you. This will not only help you to feel much more confident to care for your baby when you go home, but the evidence shows that babies looked after in this way have fewer infections, are more likely to breastfeed, put on weight more quickly, have fewer complications and go home sooner.

As your baby starts their stay on the NNU you will be given a folder called "My Journey". This is intended to help you and the staff record the skills you have learned in taking care of your baby, and help you see what activities you can participate in to support their care. We encourage you to pick up, read and discuss what is on "My Journey" with the nursing and medical staff.

As well as being supported by the staff to help you care for your baby, each weekday we have teaching sessions focusing on all aspects of the Special Care journey which we encourage you to attend to support your knowledge and understanding about your baby. These sessions will be displayed on the Family Integrated Care board. Please ask your nurse if you have any questions or if you require any further information.

Who is who?

Clinical Lead

Dr Sharon English
Consultant Neonatologist

Nurse Manager

Siobhan Conlin
Matron

St James's Neonatal Unit
Sue Peak
Lead Nurse

Transitional Care
Sam Plets
Lead Nurse

Breastfeeding Advisor

Katherine Dewhurst
Midwife

Family Centred Care/Developmental Care Lead

Dawn Clements
FICare Sister

What to expect

Ward round

We have a policy of very open discussion with parents. Consultant ward rounds happen every morning at 9.30 am so that the doctors and nurses can review your baby's progress and care. There is also a ward round alternate Wednesdays from 1.30 pm where the multidisciplinary team: Occupational Therapists, Physiotherapists, Speech and Language Team, Family Integrated Care Nurse, Breastfeeding Support Nurse and a Consultant, come and review your baby's developmental needs.

We would encourage you to come to the ward round. It is an ideal opportunity to be with your baby so that you can let the team know how you feel your baby is doing and the medical or surgical teams can update you and explain how your baby is getting on. Your presence on ward round is also a way for you to contribute to plans for your baby's care and communicate with the nursing and medical team. It is an opportunity for you to be the voice for your baby. If you are unable to attend, your baby's nurse will be able to update you on your baby's progress and there are always doctors around too. We prefer not to ask parents to leave the clinical area during ward rounds when other babies have some of their clinical care needs discussed. We want to encourage all parents to spend as much time as possible with their baby. Consequently, we ask all parents to respect the dignity and confidentiality of other babies on the unit by not approaching another baby's cot or sharing any information that you might overhear. If you do not wish your baby to be discussed when other parents may be present on the ward, please make a staff member aware so that we can make alternative arrangements.

Baby Rest Time & Quiet Time

NNU is clearly a very different place for a baby than their mother's womb and this has the potential to affect how well babies grow and their brains develop. Developmental care is a range of interventions to help overcome this by minimising the stress the neonatal unit has upon your baby e.g. reducing excessive light, noise, noxious smells and tastes. It also helps to support their general well-being, protects sleep and helps to promote normal muscular development. Whilst your baby is on the neonatal unit you can help to support these strategies alongside the nursing team. Between 2.30 pm and 3.30 pm where no medical or nursing procedures are permitted, unless in an emergency.

Who to talk to about your baby's care

Please ask if there is anyone you would like to talk to about your baby's care. The nurse taking care of your baby will be happy to answer your questions if she can. Remember, no question is a stupid question. As well as talking to doctors, staff can arrange for you to discuss any issues with a ward Sister or Matron. If you wish to see your baby's medical records this will require a formal request via Information Governance. This can be accessed via the Trust's web page.

Talking to the Medical Team

We would encourage you to come to the ward round which is held at 9.30 am each day, please see "ward rounds" section. In each area there is a named consultant of the week which is displayed on the noticeboard.

Who to talk to if you have any concerns

The staff on Leeds Centre for Newborn Care want to support you and your family to have the best possible experience during your baby's stay. However, if you are unhappy with the care you have received, please ask to talk to the doctors, ward sisters or matron about this, whose names will be displayed on the noticeboard on the NNU.

Patient Advocacy Liaison Services (PALS)
You may feel more comfortable contacting our Patient Advice and Liaison Service (PALS). PALS can help give you advice about you and your baby's care. It is a confidential service that can help you complain if you are unhappy about the service you have received and help us to improve. Contact PALS on 0113 206 7168 or 0113 206 6261 or email: patientrelations@leedsth.nhs.uk

Hospital Services
Catering/Refreshment Facilities
If you are expressing or breastfeeding you are entitled to free meals each day. Please ask a member of staff for further details. Breakfast facilities along with tea and coffee are also available. The main hospital canteen is on the ground floor (Level 02) of Gledhow Wing.
Other shops on site and nearby
There are a variety of food outlets, vending machines and shops available in the Gledhow Wing reception.
Cashpoint Machine
A cashpoint machine is available in Gledhow Wing reception.
Access to a Midwife
If you are needing a midwife for postnatal examinations or any other maternity concerns the nursing staff are able to contact the postnatal wards or the Maternity Assessment Centre at both sites.
Interpreting Services
Interpreters are available 24 hours a day, seven days a week in the case of clinical need and can be booked via the nursing staff. This may be as face to face or via telephone interpreting service. In non-clinical situations it is acceptable to use family members to interpret for general enquiries or for passing basic information, for example directions to a clinic, booking follow-up appointments or helping to choose from menus.
Laundry Facilities
Available for residents in Eckersley House. Leaflets available from http://www.leedsth.nhs.uk/patients-visitors/patient-and-visitor-information/patient-information-leaflets/childrens-hospital